

APPENDIX D

Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

1. Will customers have the ability to sign up with any long distance company they choose?
2. Will customers have the ability to use dial around long distance companies?
3. Does the applicant have interexchange authority in Illinois? If yes, please provide the docket number.
4. Will customers have access to the Illinois Relay Service?
5. Will customers be able to make 1-800 calls for free?
6. Will the Company offer operator services?
7. Please describe how applicant plans to collect the monthly fee to be paid in advance.
8. Will customers' monthly bills show a breakdown of services, features, surcharges, taxes, etc.?
9. Will customers pay an installation fee? If yes, will payment arrangements be offered for the installation fee?
10. Will telephone service be in the Company's name or the customer's name. If in the Company's name how will information appear in data bases, such as 9-1-1, directory assistance, etc.?
11. Will applicant offer prepaid service as a monthly service or as a usage service?
12. Will applicant provide a warning when the remaining value of service is about to cease?
13. Is the customer given more than one notice of the remaining value of service?
14. How much advance notice is given to the customer of the remaining value of service?
15. If the customer is in the middle of a call will they be disconnected when the remaining value of service has expired?
16. Has the customer been made aware of potentially being disconnected during a call when the remaining value of service expires?
17. When does the timing of a call start?
18. If the person called does not answer, is any time deducted from the customer's account?
19. Will there be any other instances in which the Company would disconnect a customer, other than running out of prepaid time?
20. When a customer runs out of time is their phone immediately disconnected or on suspension? (Will they still be able to receive calls?)
21. Are applicant's services available to TTY callers?

22. How will the applicant handle a complaint from a customer who disputes the amount of time used or remaining?
23. The Public Utilities Act requires a local calling area that has no time or duration charges. How will the Company define each customer's untimed local calling area?

Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority

1. Yes
2. Customers will have the ability to have dial around long distance companies.
3. Yes – Docket Number 02-0611
4. Customer will have access to Customer Relay Service
5. Customers will be able to make 1-800 calls free of charge.
6. Customers will have operator services.
7. Customer may pre-pay for first month of service at sign up. Billing will be monthly for the upcoming month.
8. Customer's monthly bills will show breakdown of services, features, surcharges, taxes, etc.
9. Yes – payment arrangements for the installation fee of new customers will be available.
10. Telephone service will be in the customer's name if a residence. If the customer is a business, the service will be in the business's name.
11. Monthly service, however we may bill some customers based on usage, should our business model indicate the need to do so.
12. No
13. No
14. Not Applicable
15. Yes
16. Yes
17. Upon call connection
18. No
19. Failure to pay per company terms and conditions or if the customer is using the service for illegal or unethical purposes.

20. Outbound calls will be blocked and a disconnection order will be forwarded to SBC.
21. Yes
22. They will be instructed to contact our Customer Service Department. In most cases, we will award the customer with their request for reimbursement or refund with the attempt to maintain Friendly relations and satisfied customers.
23. A monthly fee will be assessed for all local calls and not dependent on time or duration. In the future, company may define the calling areas, including one that has unlimited free calling, by mileage from the customers location.